

## **Inactive Reader Policy and Procedures, Kentucky Talking Book Library, 6/10/10**

The National Library Service (NLS) and KTBL have a minimum usage policy. Patrons who fail to meet minimum usage requirements are considered inactive and are in danger of becoming cancelled.

- Patrons (individuals and institutions) are considered active if:
  - they have borrowed and promptly returned at least 1 book in the past 6 months
  - they have downloaded a book from BARD during the past 6 month
  - they have a subscription to a cassette or Braille magazine
- The playback equipment and books are federal government property and are only on loan to those who remain active users.
- Regular usage demonstrates that we have a current address for mailing reading materials.
- Failure to use the service indicates a lack of interest; books and machines must be returned so that others can use them.
- KTBL will make no more than 3 attempts to contact patrons about overdue books or inactivity.
- Patrons who do not respond to contacts, or who remain inactive for over 1 year will be cancelled.
- Patrons who are only active when contacted by the library for overdues or inactivity will be cancelled after 3 such instances.
- KTBL will keep patron records for 5 years after cancellation. You may restart service during that time by calling 1-800-372-2968 (in state toll-free) or 502-564-8300.